

IN THE CLAIMS:

A' 1 1. (Original): A call management method implemented using a call routing engine, the
2 method comprising:

3 receiving at the engine a first call management message for causing the engine to
4 initiate establishment of one of a first connection and a second connection, the first con-
5 nection being via a public network and also being between one called device and a call-
6 ing device, the second connection being via the network and also being among the calling
7 device, the one called device, and another called device, the calling device being previ-
8 ously connected to the another called device via the network prior to receipt of the mes-
9 sage at the engine; and

10 issuing from the engine, in response to the receipt of the first call management
11 message at the engine, a second call management message specifying a DTMF sequence
12 for provision to the network to cause the network to initiate the establishment of the one
13 of the first connection and the second connection.

1 2. (Original): A method according to claim 1, wherein the first call management mes-
2 sage is issued from the another called device to the engine.

1 3. (Original): A method according to claim 1, further comprising:

2 receiving at the another called device the second call management message; and

3 in response receipt of the second call management message at the another called
4 device, providing from the another called device to the network the DTMF sequence.

1 4. (Original): A method according to claim 3, wherein the DTMF sequence is provided
2 to the network from the another called device via a third connection that existed, via the

3 network, between the another called device and the calling device prior to the receipt of
4 the first call management message at the engine.

1 5. (Original): A method according to claim 1, wherein the first connection is for facili-
2 tating a call transfer operation.

1 6. (Original): A method according to claim 1, wherein the second connection is for fa-
2 cilitating a call conferencing operation.

1 7. (Original): A method according to claim 1, wherein the one called device and the an-
2 other called device each comprise a respective ACD, and the network is a public
3 switched telephone network.

1 8. (Original): A method according to claim 4, further comprising:
2 in response to the receipt of the second call management message at the another
3 called device, terminating the third connection.

1 9. (Original): A call management apparatus, comprising:
2 a call routing engine that receives a first call management message for causing the
3 engine to initiate establishment of one of a first connection and a second connection, the
4 first connection being via a public network and also between one called device and a
5 calling device, the second connection being via the network and also being among the
6 calling device, the one called device, and another called device, the calling device being
7 previously connected to the another called device via the network prior to receipt of the
8 message by the engine; and

9 the engine issuing, in response to the receipt of the first call management message
10 by the engine, a second call management message specifying a DTMF sequence for pro-
11 vision to the network to cause the network to initiate the establishment of the one of the
12 first connection and the second connection.

1 10. (Original): An apparatus according to claim 9, wherein the another called device is-
2 sues the first call management message to the engine.

AI
1 11. (Original): An apparatus according to claim 9, wherein:
2 the another called device receives the second call management message; and
3 in response receipt of the second call management message by the another called
4 device, the another called device provides to the network the DTMF sequence.

1 12. (Original): An apparatus according to claim 11, wherein the another called device
2 provides DTMF sequence to the network via a third connection that existed, via the net-
3 work, between the another called device and the calling device prior to the receipt of the
4 first call management message by the engine.

1 13. (Original): An apparatus according to claim 9, wherein the first connection is for
2 facilitating a call transfer operation.

1 14. (Original): An apparatus according to claim 9, wherein the second connection is for
2 facilitating a call conferencing operation.

1 15. (Original): An apparatus according to claim 9, wherein the one called device and the
2 another called device each comprise a respective ACD, and the network is a public
3 switched telephone network.

1 16. (Original): An apparatus according to claim 11, further comprising:
2 in response to the receipt of the second call management message at the another
3 called device, the another called device initiates termination of a previously-established
4 connection between the calling device and the another called device.

1 17. (Original): A call management system, comprising:
2 means for receiving at the engine a first call management message for causing the
3 engine to initiate establishment of one of a first connection and a second connection, the
4 first connection being via a public network and also between one called device and a
5 calling device, the second connection being via the network and also being among the
6 calling device, the one called device, and another called device, the calling device being
7 previously connected to the another called device via the network prior to receipt of the
8 message at the engine; and

9 means for issuing from the engine, in response to the receipt of the first call man-
10 agement message at the engine, a second call management message specifying a DTMF
11 sequence for provision to the network to cause the network to initiate the establishment of
12 the one of the first connection and the second connection.

1 18. (Original): A system according to claim 17, wherein the first call management mes-
2 sage is issued from the another called device to the engine.

1 19. (Original): A system according to claim 17, further comprising:

2 means for receiving at the another called device the second call management mes-
3 sage; and

4 means for, in response receipt of the second call management message at the an-
5 other called device, providing from the another called device to the network the DTMF
6 sequence.

1 20. (Original): A system according to claim 19, wherein the DTMF sequence is pro-
2 vided to the network from the another called device via a third connection that existed,
3 via the network, between the another called device and the calling device prior to the re-
4 ceipt of the first call management message at the engine.

1 21. (Original): A system according to claim 17, wherein the first connection is for fa-
2 cilitating a call transfer operation.

1 22. (Original): A system according to claim 17, wherein the second connection is for
2 facilitating a call conferencing operation.

1 23. (Original): A system according to claim 17, wherein the one called device and the
2 another called device each comprise a respective ACD, and the network is a public
3 switched telephone network.

1 24. (Original): A system according to claim 19, further comprising:

2 means for, in response to the receipt of the second call management message at
3 the another called device, terminating a previously-established connection between the
4 calling device and the another called device.

1 25. (Original): Computer-readable memory comprising computer-executable program
2 instructions for use in call management, the instructions, when executed, causing:

3 receiving at the engine of a first call management message for causing the engine
4 to initiate establishment of one of a first connection and a second connection, the first
5 connection being via a public network and also between one called device and a calling
6 device, the second connection being via the network and also being among the calling
7 device, the one called device, and another called device, the calling device being previ-
8 ously connected to the another called device via the network prior to receipt of the mes-
9 sage at the engine; and

10 issuing from the engine, in response to the receipt of the first call management
11 message at the engine, of a second call management message specifying a DTMF se-
12 quence for provision to the network to cause the network to initiate the establishment of
13 the one of the first connection and the second connection.

1 26. (Original): Memory according to claim 25, wherein the first call management mes-
2 sage is issued from the another called device to the engine.

1 27. (Original): Memory according to claim 25, wherein the instructions, when executed,
2 also cause:

3 receiving at the another called device of the second call management message;
4 and

5 in response receipt of the second call management message at the another called
6 device, providing from the another called device to the network of the DTMF sequence.

1 28. (Original): Memory according to claim 27, wherein the DTMF sequence is provided
2 to the network from the another called device via a third connection that existed, via the

3 network, between the another called device and the calling device prior to the receipt of
4 the first call management message at the engine.

1 29. (Original): Memory according to claim 25, wherein the first connection is for facili-
2 tating a call transfer operation.

1 30. (Original): Memory according to claim 25, wherein the second connection is for fa-
2 cilitating a call conferencing operation.

1 31. (Original): Memory according to claim 25, wherein the one called device and the
2 another called device each comprise a respective ACD, and the network is a public
3 switched telephone network.

1 32. (Original): Memory according to claim 27, wherein the instructions, when executed,
2 also cause:

3 in response to the receipt of the second call management message at the another
4 called device, terminating of a previously-established connection between the calling de-
5 vice and the another called device.

1 33. (New): A call management method, comprising:

2 receiving a post-route request having a destination;

3 issuing a Dual Tone Multiple Frequency (DTMF) sequence, the DTMF sequence
4 describing the destination of the post-route request; and

5 establishing, in response to the DTMF sequence, a connection with the destination
6 of the post-route request.

- 1 34. (New): A call management apparatus, comprising:
- 2 a call routing engine to receive a post-route request having a destination, issue a
- 3 Dual Tone Multiple Frequency (DTMF) sequence, the DTMF sequence describing the
- 4 destination of the post-route request, and establish, in response to the DTMF sequence, a
- 5 connection with the destination of the post-route request.
-